

# On-Street Parking Citation Collection Parking Authority of River City (PARC)



KPI Owner: Tiffany Propes

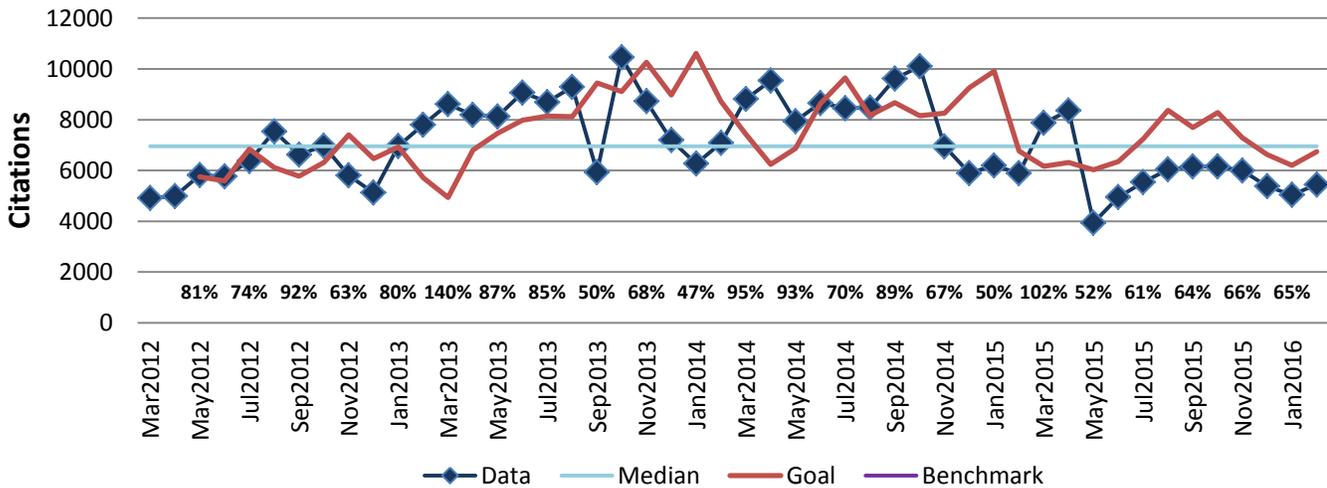
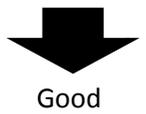
Process: Citation Collection Data

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY-16 Budget Goal: To get the citation collection rate to 80%  Benchmark:	Data Source: Citation Database  Goal Source: FY-16 Budget Benchmark Source: PARC	Plan-Do-Check-Act Step 8: Monitor and diagnose  Measurement Method: Comparing monthly data: citations issued, citations collected vs total outstanding debt  Why Measure: Turn data into operational tools for program improvements  Next Improvement Step: Explore moving from Monthly to Quarterly KPI for better reflection of data comparison, explore new software & database systems and improved collection processes

### How Are We Doing?

Mar2015-Feb2016 12 Month Goal	Mar2015-Feb2016 12 Month Actual		Feb2016 Goal	Feb2016 Actual	
<b>83,351</b>	<b>70,908</b>	🚦	<b>6,748</b>	<b>5,451</b>	🚦
Citations	Citations		Citations	Citations	

## On-Street Parking Citation Collection



## Outstanding Debt - 5yrs

